



U.S. Secret Service, Office of Human Resources



Information Technology Cybersecurity Specialist (Public Notice Flyer)

Information Technology (IT) Cybersecurity, GS-2210-12/13/14

Vacancy Announcement: CIO-FF003-20-DH

- Multiple vacancies in Washington, D.C. or other US locations
- Work Schedule: Full-time
- Appointment Type: Permanent
- Salary Range (per year):
 - GS-12: \$86,335.00 to \$112,240.00
 - GS-13: \$102,663.00 to \$133,465.00
 - GS-14: \$121,316.00 to \$157,709.00
- Opening and Closing Period: February 21, 2020 to September 30, 2020
- Who May Apply: All United States citizens, nationals, or those who owe allegiance to the United States; and Interagency Career Transition Assistance Program (ICTAP) eligible (only applicable if you have worked in the Federal government).

Appointments may be made at the GS-12 or GS-13 level - the full performance level is GS-13.

Appointments may be made at the GS-14 level - the full performance level is GS-14.

Summary

Do you have a passion for public service? The United States Secret Service (USSS) is looking for you! The USSS is a premier law enforcement organization with two (2) critical national security missions: protect our nation's leaders and to conduct criminal investigations. Our team members continue a tradition of excellence – whether investigating financial crimes or protecting national and visiting foreign leaders. In the USSS we serve the country with duty, loyalty, justice, integrity, and courage.



Duties

The United States Secret Service, Office of the Chief Information Officer, is looking for talented individuals to plan, design, research, develop, acquire, document, test, implement and maintain, as well as modify major information systems as they relate to application development, information technology and cybersecurity related projects. Some of the duties that you will be involved in are providing technical advice to senior management officials and providing strategic IT recommendations for new and/or substantially modified information technology projects. In addition, you will be responsible for overseeing all phases of IT related projects and user requirements, objectives and alternative solutions, by obtaining costs relating to information technology resource requirements. You may also be responsible for providing alternative solutions, developing detailed design proposals that specify the products to be developed, user interfaces to systems and conversion requirements; and preparing procurement requests, developing statements of work and reviewing contract proposals and may serve as a Contracting Officer's Technical Representative(COTR) in monitoring vendor/contractor performances. Further, you would be responsible for the implementation, evaluation, and/or dissemination of USSS IT components, tools, and procedures. You will work on complex issues in the planning, analysis, design, development, testing, quality assurance, installation, implementation, maintenance, and/or management of information systems needed to deliver IT services in support of the mission. You will ensure appropriate security and access controls are in place, commensurate with the risk and magnitude of the harm resulting from the loss, misuse, or unauthorized access to or modification of information.

Benefits

The USSS offers its employees a wide range of benefits including:

- Low-Cost Federal health and life insurance
- Paid Holidays
- Paid leave for personal, recreational, and health needs
- Thrift Savings Plan (similar to a 401(k) Plan)
- Flexible work schedules
- Telework
- Transit and child care subsidies
- Tuition reimbursement and student loan repayment
- Training and development
- Relocation bonus or Recruitment bonus may be paid

Positions may be eligible to receive Administratively Uncontrollable Overtime (AUO) added to base pay at a rate between 10-25%, based on management approval.



Qualifications

You must demonstrate at least one (1) year of the defined specialized experience and meet the Office of Personnel Management (OPM) Individual Occupational Requirements (IOR).

Specialized experience is defined as:

- GS-12: performing duties such as managing enterprise Windows image deployments utilizing the Microsoft Deployment Toolkit (MDT) and System Center Configuration Manager (SCCM). You will be involved in planning, conducting comprehensive testing user acceptance, and production implementation, ensuring appropriate security and access controls are in place. You will evaluate the nature and scope of business processes to be automated, and advising management regarding the organization of work processes and functions into data systems; network and/or workstation administrator functions which includes installing, maintaining and providing upgrades to systems and monitoring performance and security. In addition you would be responsible for installing, configuring, troubleshooting, and providing technical training pertaining to personal computers (PC's) and associated peripheral devices in response to customer requirements.
- GS-13: performing duties such as managing enterprise Windows image deployments utilizing the Microsoft Deployment Toolkit (MDT) and System Center Configuration Manager (SCCM). In addition, you will be performing duties such as presenting findings, to alternative approaches, cost/benefit analyses to user management in order to influence acceptance of overall recommended design. You will be developing Statements of Work, preparing procurement requests, and reviewing contract proposals for adequacy; and providing expert and authoritative advice and assistance on Information Technology design and programming methods to managers, contractors and IT users. Integrating several hardware, software, and/or IT related services to provide and integrate information systems. Delivering timely, efficient, and effective virtual and onsite IT support to all end-users; providing technical support of PC and PC peripheral design features, hardware, software, or operating system capabilities, system integration and interoperability requirements; and modifying hardware, software, and operating systems to meet user needs.
- GS-14: performing duties such as providing expert technical advice to senior management; leading projects and/or teams in advanced IT related project efforts; functioning as the technical authority on assignments; managing information technology acquisition projects and budgets for a large IT infrastructure environment, developing new business cases and identifying user requirements; providing expert and authoritative advice and assistance on information technology design and maintenance; planning, implementing and overall project management for IT objectives to include



forming strategic partnerships to ensure the success of the IT objective of the Office of the Chief Information Officer.

AND

Office of Personnel Management (OPM) Individual Occupational Requirements (IOR) is defined as:

1. **Attention to Detail** - Identifies, addresses, and devises solutions to technical issues impacting IT operations, systems, and technologies; and financial issues impacting budget projections and allocations for personnel and equipment.
2. **Customer Service** - Works with clients and customers (that is, individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.
3. **Oral Communication** - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.
4. **Problem Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Conditions of Employment

- Security Clearance: Secret or Top Secret
- Requires successful completion of a polygraph examination
- Pass a drug test (urinalysis)
- Certify you have registered with the Selective Service System if you are a male applicant born after December 31, 1959, or certify you are exempt from having to do so under Selective Service law
- Occasional Travel – Domestic and Foreign

HOW TO APPLY

Instructions for Submitting Resumes and Applicable Documents

All resumes, un-official college transcripts, and certifications should be submitted to ITSpec1214@usss.dhs.gov and include work experience in month/year format (MM/YYYY), reflecting starting date and ending date, and include the number of hours worked per week.



Special Priority Selection rights under ICTAP: Submit a copy of your agency notice, copy of your most recent performance appraisal (with at least a satisfactory rating), and your most current SF-50 noting position, grade level, and duty location. To be considered well qualified, you must meet the specialized experience and OPM's Individual Occupational Requirements as listed in the Qualifications Section. The subject line of your email should state ICTAP.

Next steps

Once your complete application is received we will conduct an evaluation of your qualifications and determine your eligibility. You will only be contacted if your resume /documents are deemed to meet the OPM Qualifications Standard **and** if you are selected for an interview. Otherwise, you will be notified at the conclusion of the open period.

Applying to this announcement certifies that you give permission for DHS to share your application with others in DHS for similar positions.

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application and hiring process should contact the agency directly. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.

The Department of Homeland Security encourages persons with disabilities to apply, to include persons with intellectual, severe physical or psychiatric disabilities, as defined by 5 CFR § 213.3102(u), and/or Disabled Veterans with a compensable service-connected disability of 30 percent or more as defined by 5 CFR § 315.707. Veterans, Peace Corps/VISTA volunteers, and persons with disabilities possess a wealth of unique talents, experiences, and competencies that can be invaluable to the DHS mission. If you are a member of one of these groups, you may not have to compete with the public for federal jobs. To determine your eligibility for non-competitive appointment and to understand the required documentation, click on the links above or contact the Servicing Human Resources Office listed at the bottom of this announcement.

Equal Employment Opportunity Policy <https://www.opm.gov/about-us/our-people-organization/support-functions/equal-employment-opportunity/>

